



North Carolina Department of Health and Human Services
Division of Aging and Adult Services

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Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

Dennis W. Streets, Director
919-733-3983

September 25, 2006

Dear County Directors of Social Services:

Attention: Adult Services Supervisors and Program Managers

Subject: Quality Improvement Consultation Program for Adult Care Homes

We are pleased to announce the Quality Improvement Consultation Program information sessions. The Carolinas Center for Medical Excellence, in collaboration with Emily Saunders, RN, Quality Improvement Program Manager with our Division, has developed a quality improvement program for Medication Safety based upon ideas and input from the stakeholder task force. The focus of this quality improvement project is on better care and quality of life in a safe environment for residents; providing dignity, choice, and independence to increase resident satisfaction; disseminating best practices to improve care; and using standardized instruments to assess and measure adult care home performance and resident outcomes.

As required by Session law 2005-276, the Division of Aging and Adult Services will conduct a pilot of the Quality Improvement Program: Medication Safety in four counties in the spring of 2007. The pilot will include the county department of social services in each county and a sample of adult and family care homes within the chosen counties.

Five regional information sessions on the Quality Improvement Consultation Program have been scheduled for late October and early November. The sessions will be conducted by Emily Saunders and staff from the Carolinas Center for Medical Excellence. These sessions will provide more specific information about the Quality Improvement Program, the Medication Safety topic, and the pilot. We hope you will attend one of the information sessions to hear more about this Program and learn how you may participate in the pilot.

Attached is a list of regional sites for the information sessions and a registration form. Please register at least one week prior to the date of the session you plan to attend.

If you have questions about the Quality Improvement Consultation Program, please contact Emily Saunders at 919.733.3818 or at Emily.Saunders@ncmail.net.

Sincerely,

A handwritten signature in black ink that reads "Suzanne P. Merrill".

Suzanne P. Merrill, Chief
Adult Services Section

SPM/es

AFS-19-2006

Attachment



QUALITY IMPROVEMENT CONSULTATION PROGRAM FOR ADULT CARE HOMES

Medication management consists of several complex processes, including prescribing, transcribing, dispensing, storing, administering, and documenting. Errors can occur in any of these processes. Improving the safety of medication management is an important part of avoiding the harmful consequences that can result from improper use of medications. A Quality Improvement Program for Medication Safety has been developed based on ideas and input from a stakeholders task force. The focus of this project is on better care and quality of life in a safe environment for residents; providing dignity, choice, and independence to increase resident satisfaction; disseminating best practice to improve care; and using standardized instruments to assess and measure adult care home performance and resident outcomes.

We invite you to one of the information sessions to learn more about the Quality Improvement Program, the Medication Safety topic, and how to participate in the pilot project.

Select one of the following locations:

Date	Time	Location
October 24, 2006	10:00 a.m.- 12:00 noon.	Room A Cumberland County DSS 1225 Ramsey Street Fayetteville, NC 28301
November 8, 2006	1:30 p.m.- 3:30p.m.	Room LRC Western Piedmont Community College 1001 Burkemont Drive Morganton, NC 28655
November 9, 2006	1:00 p.m.- 3:00 p. m.	Conference Room 2nd Floor Watauga County DSS 132 Poplar Grove Boone, NC 28607
November 14, 2006	10 a.m.- 12:00 noon	Building 1, Room 14 Martin County Community College 1161 Kehukee Park Road Williamston, NC 27892
November 16, 2006	10 a.m.- 12:00 noon	Suite 105 Administrative Office of Courts 100 East Six Forks Road Raleigh, NC 27609

REGISTRATION

Name	Agency Telephone
Position and Agency	Agency Address
E-Mail Address	Agency Fax Number

Send completed registration one week prior to the session you plan to attend to Emily.Saunders@ncmail.net , or fax to 919.715.0023, or mail to: Division of Aging and Adult Services, Quality Improvement Program, Att: Emily Saunders, 2101 Mail Service Center, Raleigh, NC 27699-2101. For additional information, please call Emily Saunders at 919.733.3818.